

POL62 – Quality and Quality Assurance Policy and Procedure

Serendipity Healthcare Ltd
Unit 5 Millennium Way, Dunston, Chesterfield, Derbyshire
S41 8ND



1. Purpose

- 1.1 To set out how Serendipity Healthcare Ltd intends to achieve continuous improvement in all services, reflecting national and local requirements as well as the priorities of Serendipity Healthcare Ltd.
- 1.2 To ensure the consistent delivery of safe, effective care that results in a positive Service User experience.
- 1.3 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?
RESPONSIVE	R2: How are people's concerns and complaints listened and responded to and used to improve the quality of care?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

- 1.4 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:
 - The Care Act 2014
 - The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
 - Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
 - Health and Safety at Work etc. Act 1974
 - Human Rights Act 1998
 - Mental Capacity Act 2005
 - Data Protection Act 2018

2. Scope

2.1 This policy applies to:

- All Employees
- Agents
- Contractors & subcontractors
- Consultants
- Business Partners
- And other parties (including individuals, partnerships, and bodies corporate) associated with the company or any of its subsidiaries

2.2 The following Service Users may be affected by this policy:

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- Service Users

2.3 The following stakeholders may be affected by this policy:

- Family
- Representatives
- Other organisations and people in contact with the service
- Commissioners
- External Health Professionals
- Local Authority
- NHS

3. Objectives

- 3.1 To confirm the commitment of Serendipity Healthcare Ltd to quality and ensuring that robust governance processes exist, which meet the needs of its Service Users, its employees, the Care Quality Commission and other key stakeholders.
- 3.2 To emphasise that the provision of evidence-based best practice underpins all activity within Serendipity Healthcare Ltd and its processes are benchmarked against NICE guidelines and other best practice guidance.

4. Policy

- 4.1 The aim of Serendipity Healthcare Ltd is to deliver safe, caring, efficient and high-quality Care services which fully integrates quality, performance and governance as detailed in its vision and values.
- 4.2 Serendipity Healthcare Ltd will ensure that there is effective governance in place, including assurance and auditing systems and processes. These will assess, monitor and drive improvement in the quality and safety of the services provided, including the quality of the experience for Service Users. The systems and processes will also assess, monitor and mitigate any risks relating to the health, safety and welfare of Service Users and others. Serendipity Healthcare Ltd is committed to ensuring that it continually evaluates and seeks to improve its governance and auditing practice.
- 4.3 Serendipity Healthcare Ltd recognises that a quality service is one that understands the needs and circumstances of each Service User, Care Worker, the local community and staff members. We fully appreciate that a quality service ensures that Care services are accessible, appropriate, safe and effective for all and that this includes protected characteristic groups. We also believe that workplaces must be free from discrimination so that staff can thrive and deliver excellence.
- 4.4 Serendipity Healthcare Ltd will anticipate and be responsive to the changing needs of our diverse Service Users and the changing needs within our local community. We are committed to providing the best possible Service User Care and value the professionalism of our staff.

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- 4.5 Serendipity Healthcare Ltd will ensure that necessary resources are available to effectively monitor key performance indicators. This data will be used to inform management decisions which support the delivery of quality services, ongoing quality improvement and business planning decisions.
- 4.6 Within Serendipity Healthcare Ltd, key individuals with the appropriate skills, experience, and knowledge will be identified to have responsibility for the following:
- Implementation of quality procedures and systems
 - Meeting legal, regulatory and contractual compliance
 - Auditing of the service
 - Collation of data and information to monitor performance against agreed quality standards
 - Listening and responding to Service User concerns, feedback and views
 - Listening and responding to concerns raised by Serendipity Healthcare Ltd staff and other key stakeholders
- 4.7 The Registered Manager has overall responsibility for:
- Ensuring there is ongoing compliance with regulatory and contractual requirements
 - Ensuring compliance with policies and procedures
 - Ensuring there are sufficient numbers of staff with suitable skills, experience and knowledge to deliver safe Care and maintain a high-quality service
 - Reviewing and learning from accidents, incidents (including safeguarding), complaints and sharing this learning with staff
 - Seeking feedback from Service Users and stakeholders
 - Acting on results of audits and reviews of the service
 - Developing systems of achieving continuous improvement
 - Collation, reporting and using data to inform stakeholders of the quality of the service
 - Promoting a supportive, transparent culture where Serendipity Healthcare Ltd can learn from any mistakes
 - Collaborative working with commissioners, the Derbyshire County Council, Sheffield City Council, Nottinghamshire County Council and Clinical Commissioning Groups (CCGs) to identify opportunities to meet the needs of the local community

5. Procedure

- 5.1 Serendipity Healthcare Ltd Quality Framework
Serendipity Healthcare Ltd will embed a quality framework that includes:
- Clearly defined quality objectives that are specific, measurable, achievable and time-sensitive
 - Ensuring a person-centred approach to the Care of each Service User
 - Enabling the Service Users we Care for to set their personal objectives and involving them in the review process

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- Setting targets that are focused on meeting the needs of our Service Users, our business and other stakeholders
- An organisational structure that identifies who provides vision and direction within Serendipity Healthcare Ltd
- An implemented, up-to-date suite of policies and procedures that are evidence-based, reflect best practice and the needs of Serendipity Healthcare Ltd, and dovetail with any contractual requirements. Regular audit cycles must also be in place to ensure compliance
- A robust Business Plan that details the strategic priorities for the next five years
- Personal development plans, supervision, and appraisal systems for staff to ensure that they have the relevant skills, knowledge and expertise
- The use of effective communication tools to minimise any internal or external communication barriers
- An active internal and external audit process with outcomes feeding back into the quality cycle
- An infrastructure and resources that can support delivery of aims and strategic priorities
- The building of positive relationships with partners and others working in the sector to enable sharing of experiences and resources, to pool expertise and work in partnership for the best interest of Service Users
- A means of evaluating all activity on a continuous basis and using feedback gained to inform the development of services

5.2 Service Users

- Serendipity Healthcare Ltd will ensure that all Service Users have a person-centred Care Plan that meets their needs, expectations and wishes, created (where possible) before their Care starts
- Care Plans will be reviewed within 6 weeks of Care starting, and at least once a year
- Serendipity Healthcare Ltd must ensure that risk assessments and Care Plans are reviewed when needs change, when there is an incident, concern or near miss, within 6 weeks of Care commencing and at least annually
- Service Users must be at the heart of any Care Planning and (with their consent) family or someone who can advocate on their behalf will be involved
- Serendipity Healthcare Ltd must ensure that Service Users know how to raise concerns, share their views and how to get involved with shaping service delivery. Serendipity Healthcare Ltd will listen and respond, documenting any action taken
- Serendipity Healthcare Ltd must audit the consistency and reliability of Care and take remedial action where required

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- Serendipity Healthcare Ltd must ensure that principles of privacy, dignity and respect underpin all Care delivery, and this will be audited

5.3 Staff

- Recruitment will be values-based and robust, to ensure that the right people are recruited for the right job. There is a formal induction process for all staff to ensure that they are provided with the skills and knowledge to gain competence to fulfil their roles. Recruitment will ensure that all pre-employment checks are undertaken and documents are held in line with Data Protection requirements
- Serendipity Healthcare Ltd will undertake spot checks on every Care Worker at the Service User's home to witness Care delivery, at a frequency agreed by Serendipity Healthcare Ltd
- Serendipity Healthcare Ltd must contact the Service User in advance to arrange a spot check to ensure that the Service User knows who will be visiting their home
- Serendipity Healthcare Ltd must ensure that all staff have regular supervisions, which will include a mix of one-to-one and group supervisions, at a frequency agreed by Serendipity Healthcare Ltd
- New staff will undergo supervision more frequently and where concerns arise about any member of staff, supervision frequency will increase
- Priority must be given to training and personal and professional development, with the need to attend mandatory training emphasised

5.4 Culture

The Registered Manager will promote a culture that is open, honest, transparent, safe and caring. The Registered Manager will ensure that:

- Staff are given the opportunity to take part in surveys that are anonymised, collated and used to determine trends
- Processes support a person-centred, 'fair blame' culture that actively encourages Service Users, their family or Care Workers to report their concerns
- Whistleblowing and Safeguarding Policies and Procedures are widely publicised and linked to the Derbyshire County Council, Sheffield City Council, Nottinghamshire County Council procedures
- A learning culture is promoted, with audit and investigation outcomes being disseminated to staff, so that lessons can be learnt and measures put in place to ensure that incidents do not arise again
- Any audits that result in identified actions will be implemented in a timely, supportive manner

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5.5 Policies and Procedures

- The Registered has responsibility for ensuring that staff can access policies and procedures via the QCS Online Management System or the QCS Mobile App
- These will be made available to ensure a consistently high-quality standard of care is delivered
- The Registered Manager must review the policies and procedures and ensure that they meet the needs of Serendipity Healthcare Ltd, and make amendments where required to meet local policy requirements
- The Registered Manager must ensure that the policies and procedures are implemented and embedded within Serendipity Healthcare Ltd, and will undertake regular compliance audits
- The Registered Manager must keep up to date with any local policy or best practice changes and ensure these changes are cascaded to staff
- The Registered Manager will utilise the QCS Mock Inspection Toolkit to support any audits

5.6 Training

- A training matrix is developed and all staff undergo training needs analysis
- Training and Development is given high priority and Care Workers have a requirement to attend
- Training and Development is also given high priority for other staff within Serendipity Healthcare Ltd to ensure a knowledgeable and competent workforce
- An environment is created where staff are committed to develop and change practice and systems in the light of research, good practice and evidence-based care
- Serendipity Healthcare Ltd will review training materials alongside any published policies and procedures to ensure consistency and ensure that they dovetail, where necessary
- Training is reviewed as part of root cause analysis and lessons learnt when things go wrong. The Registered Manager will ensure that mechanisms are put in place to ensure any gaps in training are closed

5.7 Audit

The Registered Manager or delegated other will undertake annual quality control audits and reviews of their service as dictated by the quality framework. These service reviews will include the following:

- Staff Files
- Compliments, concerns, and complaints
- Service User feedback
- Care Plans
- Medication

Results will be analysed and used to :

- Develop action plans to enable achievement of improvement and result

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- Steer the direction for quality initiatives and review of Serendipity Healthcare Ltd strategy
- Form supervisions, training and performance management where necessary

This does not replace any additional, more frequent quality assurance checks that are completed as locally agreed by Serendipity Healthcare Ltd.

5.8 Corporate Social Responsibility

Serendipity Healthcare Ltd is a socially responsible business and we recognise the active role we can play in helping to build happier and healthier communities. Serendipity Healthcare Ltd will do this by:

- Ensuring ethical purchasing with due diligence carried out on our supply chains
- Adhering to Modern Slavery and Human Trafficking Laws as part of our purchasing strategy
- Complying with local waste reduction and recycling requirements
- Striving to be a responsible neighbour in the community we operate by ensuring the safety and security of Serendipity Healthcare Ltd premises
- Finding and investing in technological solutions where possible, such as low energy lighting systems, that can help us use energy resources more efficiently
- Being a 'champion' of change, showing how much we care about the need for a low carbon economy and reducing our carbon footprint by ensuring staff can keep car journeys to a minimum with careful rostering
- Motivating staff to actively care about the environment, giving them guidance and information to help them make a real difference

6. Definitions

6.1 Quality Assurance

- Quality assurance is the process of verifying or determining whether products or services meet or exceed user expectations
- Quality assurance is a process-driven approach with specific steps to help define and attain goals
- This process considers design, development, implementation, and evaluation
- It is essentially about learning what works well and striving

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to do it even better

- It also means establishing what may need to change to meet a need

6.2

Quality Framework

- A quality framework is a structure which defines quality in practical terms for an organisation
- It sets out expectations in domains for quality and represents a single framework through which can be the evaluation, management, and improvement of the quality of the service

6.3

Person-Centred Care

- An approach where the person using care and support is at the centre of the way care is planned and delivered. It is based around their individual needs, preferences and priorities. It treats people as an equal partner, and puts into practise the principle of 'no decision about me without me' - (GOV.UK: Adult Social Care, Quality Matters)

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HR Manager

POL13 – Anti-Bribery Policy and Procedure

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